

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

I. (a) PLAINTIFFS CINDY MAYBERRY		DEFENDANTS BUREAU OF COLLECTION RECOVERY, INC.									
<p>(b) County of Residence of First Listed Plaintiff _____</p> <p>(c) Attorney's (Firm Name, Address, Telephone Number and Email Address)</p> <p>Craig Thor Kimmel, Esquire Kimmel & Silverman, P.C. 30 E. Butler Pike Ambler, PA 19002 (215) 540-8888</p>		<p>County of Residence of First Listed Defendant _____</p> <p>NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE LAND INVOLVED.</p> <p>Attorneys (If Known)</p>									
II. BASIS OF JURISDICTION (Place an "X" in One Box Only)		III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff and One Box for Defendant)									
<input type="checkbox"/> 1 U.S. Government Plaintiff <input checked="" type="checkbox"/> 3 Federal Question (U.S. Government Not a Party)		Citizen of This State <input type="checkbox"/> 1 <input type="checkbox"/> 1 Incorporated or Principal Place of Business in This State <input type="checkbox"/> 4 <input type="checkbox"/> 4									
<input type="checkbox"/> 2 U.S. Government Defendant <input type="checkbox"/> 4 Diversity (Indicate Citizenship of Parties in Item III)		Citizen of Another State <input type="checkbox"/> 2 <input type="checkbox"/> 2 Incorporated and Principal Place of Business In Another State <input type="checkbox"/> 5 <input type="checkbox"/> 5									
		Citizen or Subject of a Foreign Country <input type="checkbox"/> 3 <input type="checkbox"/> 3 Foreign Nation <input type="checkbox"/> 6 <input type="checkbox"/> 6									
IV. NATURE OF SUIT (Place an "X" in One Box Only)											
<input type="checkbox"/> 110 Insurance <input type="checkbox"/> 120 Marine <input type="checkbox"/> 130 Miller Act <input type="checkbox"/> 140 Negotiable Instrument <input type="checkbox"/> 150 Recovery of Overpayment & Enforcement of Judgment <input type="checkbox"/> 151 Medicare Act <input type="checkbox"/> 152 Recovery of Defaulted Student Loans (Excl. Veterans) <input type="checkbox"/> 153 Recovery of Overpayment of Veteran's Benefits <input type="checkbox"/> 160 Stockholders' Suits <input type="checkbox"/> 190 Other Contract <input type="checkbox"/> 195 Contract Product Liability <input type="checkbox"/> 196 Franchise	CONTRACT <input type="checkbox"/> PERSONAL INJURY <input type="checkbox"/> 310 Airplane <input type="checkbox"/> 315 Airplane Product Liability <input type="checkbox"/> 320 Assault, Libel & Slander <input type="checkbox"/> 330 Federal Employers' Liability <input type="checkbox"/> 340 Marine <input type="checkbox"/> 345 Marine Product Liability <input type="checkbox"/> 350 Motor Vehicle <input type="checkbox"/> 355 Motor Vehicle Product Liability <input type="checkbox"/> 360 Other Personal Injury	TORTS <input type="checkbox"/> PERSONAL INJURY <input type="checkbox"/> 362 Personal Injury - Med. Malpractice <input type="checkbox"/> 365 Personal Injury - Product Liability <input type="checkbox"/> 368 Asbestos Personal Injury Product Liability <input type="checkbox"/> 370 Other Fraud <input type="checkbox"/> 371 Truth in Lending <input type="checkbox"/> 380 Other Personal Property Damage <input type="checkbox"/> 385 Property Damage Product Liability	FORFEITURE/PENALTY <input type="checkbox"/> 610 Agriculture <input type="checkbox"/> 620 Other Food & Drug <input type="checkbox"/> 625 Drug Related Seizure of Property 21 USC 881 <input type="checkbox"/> 630 Liquor Laws <input type="checkbox"/> 640 R.R. & Truck <input type="checkbox"/> 650 Airline Regs. <input type="checkbox"/> 660 Occupational Safety/Health <input type="checkbox"/> 690 Other	BANKRUPTCY <input type="checkbox"/> 422 Appeal 28 USC 158 <input type="checkbox"/> 423 Withdrawal 28 USC 157 PROPERTY RIGHTS <input type="checkbox"/> 820 Copyrights <input type="checkbox"/> 830 Patent <input type="checkbox"/> 840 Trademark		OTHER STATUTES <input type="checkbox"/> 400 State Reapportionment <input type="checkbox"/> 410 Antitrust <input type="checkbox"/> 430 Banks and Banking <input type="checkbox"/> 450 Commerce <input type="checkbox"/> 460 Deportation <input type="checkbox"/> 470 Racketeer Influenced and Corrupt Organizations <input checked="" type="checkbox"/> 480 Consumer Credit <input type="checkbox"/> 490 Cable/Sat TV <input type="checkbox"/> 810 Selective Service <input type="checkbox"/> 850 Securities/Commodities/ Exchange <input type="checkbox"/> 875 Customer Challenge 12 USC 3410 <input type="checkbox"/> 890 Other Statutory Actions <input type="checkbox"/> 891 Agricultural Acts <input type="checkbox"/> 892 Economic Stabilization Act <input type="checkbox"/> 893 Environmental Matters <input type="checkbox"/> 894 Energy Allocation Act <input type="checkbox"/> 895 Freedom of Information Act <input type="checkbox"/> 900 Appeal of Fee Determination Under Equal Access to Justice <input type="checkbox"/> 950 Constitutionality of State Statutes					
				REAL PROPERTY <input type="checkbox"/> 210 Land Condemnation <input type="checkbox"/> 220 Foreclosure <input type="checkbox"/> 230 Rent Lease & Ejectment <input type="checkbox"/> 240 Torts to Land <input type="checkbox"/> 245 Tort Product Liability <input type="checkbox"/> 290 All Other Real Property			CIVIL RIGHTS <input type="checkbox"/> 441 Voting <input type="checkbox"/> 442 Employment <input type="checkbox"/> 443 Housing/ Accommodations <input type="checkbox"/> 444 Welfare <input type="checkbox"/> 445 Amer. w/Disabilities - Employment <input type="checkbox"/> 446 Amer. w/Disabilities - Other <input type="checkbox"/> 440 Other Civil Rights		PRISONER PETITIONS <input type="checkbox"/> 510 Motions to Vacate Sentence Habeas Corpus: <input type="checkbox"/> 530 General <input type="checkbox"/> 535 Death Penalty <input type="checkbox"/> 540 Mandamus & Other <input type="checkbox"/> 550 Civil Rights <input type="checkbox"/> 555 Prison Condition		LABOR <input type="checkbox"/> 710 Fair Labor Standards Act <input type="checkbox"/> 720 Labor/Mgmt. Relations <input type="checkbox"/> 730 Labor/Mgmt. Reporting & Disclosure Act <input type="checkbox"/> 740 Railway Labor Act <input type="checkbox"/> 790 Other Labor Litigation <input type="checkbox"/> 791 Empl. Ret. Inc. Security Act
								FEDERAL TAX SUITS <input type="checkbox"/> 870 Taxes (U.S. Plaintiff or Defendant) <input type="checkbox"/> 871 IRS—Third Party 26 USC 7609			
V. ORIGIN <input checked="" type="checkbox"/> 1 Original Proceeding <input type="checkbox"/> 2 Removed from State Court <input type="checkbox"/> 3 Remanded from Appellate Court <input type="checkbox"/> 4 Reinstated or Reopened <input type="checkbox"/> 5 Transferred from another district (specify) _____										Appeal to District Judge from Magistrate Judgment	
VI. CAUSE OF ACTION Cite the U.S. Civil Statute under which you are filing (Do not cite jurisdictional statutes unless diversity): 15 U.S.C. Section 1692											
Brief description of cause: Fair Debt Collection Practices Act											
VII. REQUESTED IN COMPLAINT: <input type="checkbox"/> CHECK IF THIS IS A CLASS ACTION UNDER F.R.C.P. 23		DEMAND \$						CHECK YES only if demanded in complaint: JURY DEMAND: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
VIII. RELATED CASE(S) (See instructions):		JUDGE _____						DOCKET NUMBER _____			
Explanation: 3/22/2010 /s/ Craig Thor Kimmel											
DATE _____ SIGNATURE OF ATTORNEY OF RECORD _____											

UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be used by counsel to indicate the category of the case for the purpose of assignment to appropriate calendar.

Address of Plaintiff: 70 Cedar Street, Pottstown, PA 19464

Address of Defendant: 7575 Corporate Way, Eden Prairie MN 55344

Place of Accident, Incident or Transaction: 70 Cedar Street, Pottstown, PA 19464
(Use Reverse Side For Additional Space)

Does this civil action involve a nongovernmental corporate party with any parent corporation and any publicly held corporation owning 10% or more of its stock?

(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))

Yes No

Does this case involve multidistrict litigation possibilities?

Yes No

RELATED CASE, IF ANY:

Case Number: _____ Judge: _____ Date Terminated: _____

Civil cases are deemed related when yes is answered to any of the following questions:

1. Is this case related to property included in an earlier numbered suit pending or within one year previously terminated action in this court?

Yes No

2. Does this case involve the same issue of fact or grow out of the same transaction as a prior suit pending or within one year previously terminated action in this court?

Yes No

3. Does this case involve the validity or infringement of a patent already in suit or any earlier numbered case pending or within one year previously terminated action in this court?

Yes No

4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil rights case filed by the same individual?

Yes No

CIVIL: (Place in ONE CATEGORY ONLY)

A. Federal Question Cases:

- 1. Indemnity Contract, Marine Contract, and All Other Contracts
- 2. FELA
- 3. Jones Act-Personal Injury
- 4. Antitrust
- 5. Patent
- 6. Labor-Management Relations

7. Civil Rights

8. Habeas Corpus

9. Securities Act(s) Cases

10. Social Security Review Cases

11. All other Federal Question Cases 15 U.S.C. § 1692
(Please specify)

B. Diversity Jurisdiction Cases:

- 1. Insurance Contract and Other Contracts
- 2. Airplane Personal Injury
- 3. Assault, Defamation
- 4. Marine Personal Injury
- 5. Motor Vehicle Personal Injury
- 6. Other Personal Injury (Please specify)
- 7. Products Liability
- 8. Products Liability — Asbestos
- 9. All other Diversity Cases

(Please specify)

ARBITRATION CERTIFICATION

(Check Appropriate Category)

I, Craig Therk Kimmel, counsel of record do hereby certify:

Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and belief, the damages recoverable in this civil action case exceed the sum of \$150,000.00 exclusive of interest and costs;

Relief other than monetary damages is sought.

DATE: 3/22/2010

Craig Therk Kimmel
Attorney-at-Law

57100
Attorney I.D.#

NOTE: A trial de novo will be a trial by jury only if there has been compliance with F.R.C.P. 38.

I certify that, to my knowledge, the within case is not related to any case now pending or within one year previously terminated action in this court except as noted above.

DATE: 3/22/2010

Craig Therk Kimmel
Attorney-at-Law

57100
Attorney I.D.#

IN THE UNITED STATES DISTRICT COURT
FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

Cindy Mayberry : CIVIL ACTION
v. :
Bureau of Collections : NO.
Recovery, Inc.

In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counsel for plaintiff shall complete a Case Management Track Designation Form in all civil cases at the time of filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the reverse side of this form.) In the event that a defendant does not agree with the plaintiff regarding said designation, that defendant shall, with its first appearance, submit to the clerk of court and serve on the plaintiff and all other parties, a Case Management Track Designation Form specifying the track to which that defendant believes the case should be assigned.

SELECT ONE OF THE FOLLOWING CASE MANAGEMENT TRACKS:

(a) Habeas Corpus – Cases brought under 28 U.S.C. § 2241 through § 2255. ()

(b) Social Security – Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits. ()

(c) Arbitration – Cases required to be designated for arbitration under Local Civil Rule 53.2. ()

(d) Asbestos – Cases involving claims for personal injury or property damage from exposure to asbestos. ()

(e) Special Management – Cases that do not fall into tracks (a) through (d) that are commonly referred to as complex and that need special or intense management by the court. (See reverse side of this form for a detailed explanation of special management cases.) ()

(f) Standard Management – Cases that do not fall into any one of the other tracks. (X)

3/22/2010
Date

(215) 540-8888

Telephone

Craig Thor Kimmel
Attorney-at-law

(215) 540-8817

FAX Number

Cindy Mayberry
Attorney for

Kimmel@creditlaw.com

E-Mail Address

**UNITED STATES DISTRICT COURT
FOR THE
EASTERN DISTRICT OF PENNSYLVANIA**

COMPLAINT

CINDY MAYBERRY ("Plaintiff"), by his attorneys, KIMMEL & SILVERMAN, P.C.,
alleges the following against BUREAU OF COLLECTION RECOVERY, INC.:

INTRODUCTION

1. Plaintiff's Complaint is based on the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 *et seq.* ("FDCPA").

JURISDICTION AND VENUE

2. Jurisdiction of this court arises pursuant to 15 U.S.C. § 1692k(d), which states that such actions may be brought and heard before "any appropriate United States district court without regard to the amount in controversy," and 28 U.S.C. § 1337 grants this court supplemental jurisdiction over the state claims contained therein.

3. Defendant conducts business in the State of Pennsylvania and therefore, personal jurisdiction is established.

- 1 4. Venue is proper pursuant to 28 U.S.C. § 1331(b)(1).
- 2 5. Declaratory relief is available pursuant to 28 U.S.C. §§ 2201 and 2202.
- 3

4 **PARTIES**

5 6. Plaintiff is a natural person residing in Pottstown, Pennsylvania.

6 7. Plaintiff is a “consumer” as that term is defined by 15 U.S.C. § 1692a(3).

7 8. Defendant, Bureau of Collection Recovery, Inc., is a company handling debt

8 collection matters with headquarters located at 7575 Corporate Way, Eden Prairie, Minnesota,

9 55344.

10 9. Defendant is a debt collector as that term is defined by 15 U.S.C. § 1692a(6), and

11 sought to collect a consumer debt from Plaintiff.

12 10. Defendant acted through their agents, employees, officers, members, directors,

13 heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers.

14

15 **FACTUAL ALLEGATIONS**

16 11. Defendant contacted Plaintiff on a repeated basis via letter and telephone

17 beginning in early 2009 regarding an alleged credit card debt owed to HSBC.

18 12. Defendant called Plaintiff multiples times a day, sometimes three or four times a

19 day, in an effort to collect this debt, including on weekends.

20 13. Defendant even contacted Plaintiff at her place of employment, although she

21 requested that they not contact her there.

22 14. During one particular phone call Plaintiff requested that Defendant only

23 communicate with her via letter.

24 15. Defendant refused and indicated she does not have a right to make such a request.

25 16. While on the phone with Plaintiff, Defendant’s representative pulled Plaintiff’s

1 credit report, without her consent, and advised her that her finances were a mess.

2 17. Defendant's representatives demanded Plaintiff provide post-dated checks, to
3 which Plaintiff refused.

4 18. Defendant's representative told her they intended to sue her and/or garnish her
5 wages if she did not cooperate and make payments.

6 19. Plaintiff also received approximately two letters a month from Defendant seeking
7 to collect this debt.

8 20. In correspondence the Plaintiff received the amount of the debt increased, but the
9 correspondence lacked any indication why the amount owed would increase.

10
11 **CONSTRUCTION OF APPLICABLE LAW**

12 21. The FDCPA is a strict liability statute. Taylor v. Perrin, Landry, deLaunay &
13 Durand, 103 F.3d 1232 (5th Cir. 1997). "Because the Act imposes strict liability, a consumer
14 need not show intentional conduct by the debt collector to be entitled to damages." Russell v.
15 Equifax A.R.S., 74 F. 3d 30 (2d Cir. 1996); see also Gearing v. Check Brokerage Corp. 233
16 F.3d 469 (7th Cir. 2000) (holding unintentional misrepresentation of debt collector's legal status
17 violated FDCPA); Clomon v. Jackson, 988 F. 2d 1314 (2d Cir. 1993).

18 22. The FDCPA is a remedial statute, and therefore must be construed liberally in
19 favor of the debtor. Sprinkle v. SB&C Ltd., 472 F. Supp. 2d 1235 (W.D. Wash. 2006). The
20 remedial nature of the FDCPA requires that courts interpret it liberally. Clark v. Capital Credit
21 & Collection Services, Inc., 460 F. 3d 1162 (9th Cir. 2006). "Because the FDCPA, like the
22 Truth in Lending Act (TILA) 15 U.S.C §1601 *et seq.*, is a remedial statute, it should be
23 construed liberally in favor of the consumer." Johnson v. Riddle, 305 F. 3d 1107 (10th Cir.
24 2002).

1 23. The FDCPA is to be interpreted in accordance with the “least sophisticated”
2 consumer standard. See Jeter v. Credit Bureau, Inc., 760 F.2d 1168 (11th Cir. 1985); Graziano
3 v. Harrison, 950 F. 2d 107 (3rd Cir. 1991); Swanson v. Southern Oregon Credit Service, Inc.,
4 869 F.2d 1222 (9th Cir. 1988). The FDCPA was not “made for the protection of experts, but for
5 the public - that vast multitude which includes the ignorant, the unthinking, and the credulous,
6 and the fact that a false statement may be obviously false to those who are trained and
7 experienced does not change its character, nor take away its power to deceive others less
8 experienced.” Id. The least sophisticated consumer standard serves a dual purpose in that it
9 ensures protection of all consumers, even naive and trusting, against deceptive collection
10 practices, and protects collectors against liability for bizarre or idiosyncratic interpretations of
11 collection notices. Clomon, 988 F. 2d at 1318.

COUNT I

24. In its actions to collect a disputed debt, Defendant violated the FDCPA in one or more of the following ways:

- a. Communicating with Plaintiff at a place known or which should have been known to be inconvenient to her, specifically contacting her at her place of employment, in violation of 15 U.S.C. § 1692c(a)(1).
- b. Communicating with Plaintiff at her place of employment when it knew or had reason to know that Plaintiff's employer prohibited her from receiving such communications, in violation of 15 U.S.C. § 1692c(a)(3).
- c. Communicating with third parties without prior consent of the consumer, in violation of 15 U.S.C. § 1692c(b).
- d. Harassing, oppressing or abusing Plaintiff in connection with the collection of a debt in violation of 15 U.S.C. § 1692d.

- 1 e. Causing Plaintiff's telephone to ring repeatedly or continuously with
- 2 intent to annoy, abuse, or harass him, in violation of 15 U.S.C. §
- 3 1692d(5).
- 4 f. Using false, deceptive or misleading representations or means in
- 5 connection with the collection of a debt, in violation of 15 U.S.C. §
- 6 1692e.
- 7 g. Failing to provide an explanation as to how the debt increased, in
- 8 violation of 15 U.S.C. § 1692e(2).
- 9 h. Misrepresenting or implicating that nonpayment of the debt would
- 10 result in arrest, imprisonment or the seizure, garnishment or attachment
- 11 of Plaintiff's property or wages, in violation of 15 U.S.C. § 1692(e)(4).
- 12 i. Using unfair or unconscionable means to collect or attempt to collect
- 13 any debt, in violation of 15 U.S.C. § 1692f.
- 14 j. By acting in an otherwise deceptive, unfair and unconscionable manner
- 15 and failing to comply with the FDCPA.

16
17 WHEREFORE, Plaintiff, CINDY MAYBERRY, respectfully prays for a judgment as
18 follows:

- 19 a. All actual compensatory damages suffered pursuant to 15 U.S.C. §
- 20 1692k(a)(1);
- 21 b. Statutory damages of \$1,000.00 for each violation of the FDCPA pursuant
- 22 to 15 U.S.C. § 1692k(a)(2)(A);
- 23 c. All reasonable attorneys' fees, witness fees, court costs and other litigation
- 24 costs incurred by Plaintiff pursuant to 15 U.S.C. § 1693k(a)(3); and
- 25 d. Any other relief deemed appropriate by this Honorable Court.

DEMAND FOR JURY TRIAL

PLEASE TAKE NOTICE that Plaintiff, CINDY MAYBERRY, demands a jury trial in this case.

RESPECTFULLY SUBMITTED,

DATED: March 22, 2010

KIMMEL & SILVERMAN, P.C..

By: /s/ Craig Thor Kimmel
Craig Thor Kimmel
Attorney ID # 57100
Kimmel & Silverman, P.C.
30 E. Butler Pike
Ambler, PA 19002
Phone: (215) 540-8888
Fax: (215) 540-8817
Email: kimmel@creditlaw.com